

Financial and Payroll Services Division

Kansas City, Missouri

**Serving the
Federal Acquisition Service (FAS) and other GSA Funds**

Frequently Asked Questions

1. What GSA acquisitions are paid and billed to customer agencies by the Financial Services and Payroll Services Division in Kansas City, Missouri?

The financial operations in Kansas City is primarily responsible for the paying of invoices and billing federal customers for all GSA's Federal Acquisition Services (FAS) and the General Management and Administrative (GM&A) procurements for supplies and services. This includes but is not limited to office equipment services, office supplies, furniture, vehicles, fleet services, transportation services, telephone services, technology supplies and services.

2. How do I contact the finance customer support team in Kansas City?

For questions regarding your invoices submitted to GSA please call (816) 926-7287 or email kc-accts-payable.finance@gsa.gov.

For questions regarding a bill that you have received from GSA for supplies and service please call (816) 926-7037 or email kc-accts-receivable.finance@gsa.gov.

For questions regarding a bill that you have received from GSA for technology, services, supplies and telephone services please call (816) 926-7037 or email kcfasitacctsreceivablefinance@gsa.gov.

3. What information should I have available to provide to the finance customer service staff to better assist me with my inquiry?

Please be ready to provide your name, contact information (including an email) and details of your inquiry.

It is very beneficial if you are also able to specifically provide a GSA purchase order number/ACT number and invoice number for all matters related to your company's invoicing questions.

Similarly please provide the GSA bill/invoice number and your Billed Office Address Code (BOAC) for all questions related to a GSA bill that you have received.

4. What electronic invoicing options does GSA support?

There are several internet invoicing programs as well as the industry standard electronic data interchange (EDI) process. Due the varied options and programs please contact our customer help desk at (816) 926-7287 or email kc-accts-payable.finance@gsa.gov and receive assistance and information.

5. I have a Dun and Bradstreet number (DUNS) number. How do I notify GSA of changes to my company's information such as the address, banking and DUNS information?

All banking and vendor information must be updated in the Centralized Contractor Registration (CCR) program at www.bpn.gov/ccr/default.aspx.

6. I do not have a DUNS number. How do I notify GSA of changes to my company's information such as the address and banking information?

These changes are best handled by contacting our customer service help desk. Please call (816) 926-7287 or email kc-accts-payable.finance@gsa.gov for assistance.

7. What is the website for researching my invoice payment status and how do I get a password?

The website address is <http://finance.gsa.gov/defaultexternal.asp>. Should you encounter problems with requesting a password please send an email to fw-webmaster.finance@gsa.gov.

8. I am a GSA vendor with a Federal Acquisition Service (FAS) contract, what is the mailing address where I can send my invoice to GSA if the electronic option will not work for me?

The answer to this question is varied depending upon which GSA organization contracted for the services or supplies that are being delivered. The below table is a quick breakdown of the mailing addresses available.

To ensure the correct mailing address please review the GSA order information provided to you, contact your servicing GSA contracting officer or the finance customer service staff at (816) 926-7287 or email www.kc-accts-payable.finance@gsa.gov.

If your invoice is related to a contract with...	Mail invoice to...
General Management and Administrative Program Support Contracts To GSA Staff and Service Offices	GSA Attn: BCEB PO BOX 419279 Kansas City, MO 64141
FAS Assisted Acquisition Services (AAS) and Expanded Services	GSA Attn: BCEB PO Box 219434 Kansas City, MO 64121-9434
FAS Federal Supply and Services <u>With</u> Discount Terms	GSA Attn: BCEB PO BOX 419897 Kansas City, MO 64141
FAS Federal Supply and Services <u>Without</u> Discount Terms	GSA Attn: BCEB PO BOX 419018 Kansas City, MO 64141

9. How will I be notified that the GSA finance has received my invoice?

No notification is sent indicating receipt of your invoice. However, the online invoice payment search tool previously mentioned in question 7 can be utilized by GSA vendors to track their payment status.

10. What happens when I accidentally submit an invoice that is incomplete or incorrect?

The GSA finance center will generally prepare and send you an invoice return notice (IRN) indicating the issues preventing payment along with the original invoice to your company.

11. How soon will I receive payment?

GSA is governed by the Prompt Payment Act of 1988. In general, the act requires that upon receipt of a proper invoice and notification received that all contracted supplies and services have been delivered. The invoice will be promptly processed to make payment to your financial institution within 30 days.

Please note there are exceptions to this general rule. These exceptions include, but are not limited to the following:

- Favorable discounts have been offered to the government.
- Federal supply and service contracts under stock, special order and schedule programs where the vendor is employing full cycle electronic commerce. Full cycle commerce means the use of electronic data interchange (EDI), internet-based invoice processing, and electronic funds transfer (EFT) by the contractor to accept and fill orders, submit invoices and receive payment.
- Small, minority or woman owned businesses.

12. Can you please recommend some suggestions as to how I can get paid quicker?

There are several suggestions that may expedite the processing of your payment. Some suggestions are as follows:

- Invoice electronically
- Ensure all contract requirements and instructions for invoicing are successfully accomplished.
- Communicate and resolve all contract issues with your contracting officer to ensure prompt acceptance of goods or services provided.
- If the opportunity exists, offer discounts that would be beneficial to Federal Government to exercise.
- Ensure that the invoice submitted has all required data necessary for an accurate and efficient payment process. Some common data elements that may cause a delay include forgetting to provide (if applicable) - invoice date, invoice number, contract number, purchase order/ACT number, requisition number, stock number, description, quantity, unit of measure, unit price, shipping terms, payment terms, extended price of supplies or services performed and specific contact information to quickly resolve an invoice processing issue.
- Ensure that the business name and remit to address on invoice match exactly to the contract.
- If your company has a DUNS number ensure your business information, banking information and registration is current with the CCR program. Payment cannot be completed if your registration has expired. The link again is www.bpn.gov/ccr/default.aspx.

13. I am a GSA customer and would like to know where I can mail my payment for supplies and services purchased with Federal Acquisition Services (FAS) contract support and schedules?

All GSA bills requiring payment should have a mailing address provided. The below table is a quick break down of the types of bills processed in Kansas City and the mailing addresses. Should you have any further questions please call (816) 926-7037 for assistance.

If your payment relates to...	Mail payment to...
Federal Supplies And Services	General Services Administration Payment for NON-IPAC Bills PO BOX 979020, St. Louis, MO 63197-9020
Transportation Audits - Airlines	General Services Administration Transportation Audit Voluntary Program PO BOX 979007 St. Louis, MO 63197-9007
Transportation Services	General Services Administration Carrier Refunds on Overcharge Notices PO BOX 979006 St. Louis, MO 63197-9006
Federal Supplies and Services Industrial Funding Fees	General Services Administration Industrial Funding Fee (IFF/SIFT) FSS Multiple Award Schedule Contracts PO BOX 979017 St. Louis, MO 63197-9017
Telephone or IT supplies and Services	General Services Administration Finance Division Po Box 70965 Charlotte, NC 28272-0965

14. I am a GSA customer who has purchased supplies/services. I have received my order from the vendor but have not been billed. Who do I contact for assistance?

Please visit the National Customer Service Center at (800) 488-3111 or email NCSCcustomer.service@gsa.gov.

15. I am a GSA customer who has purchased supplies/services. I have received my order from the vendor but my credit card has not been charged. Who do I contact for assistance?

Please visit the National Customer Service Center at (800) 488-3111 or email NCSCcustomer.service@gsa.gov.

16. I am a GSA customer who has purchased supplies/services. Who do I contact for assistance with delivery shortages, unit cost or shipping issues associated with my order?

Please visit the National Customer Service Center at (800) 488-3111 or email NCSCcustomer.service@gsa.gov.

17. I am a GSA customer who has purchased supplies/services. I would like to know what tools are available for me to research my Federal Supply, Services and Technology bills and purchases from GSA?

There are several options available to GSA customers for this information depending on the type of services that have been received.

For online research regarding your federal supplies and services purchases please visit the WEBBILL application at <http://finance-kc.gsa.gov/webbill/>.

For online research regarding your local telephone bills please visit the application at <https://topsbill.ftsbilling.gsa.gov/pls/tops/tops.home>.

For online research regarding your long distance telephone bills please visit the application at <https://morris.ftsbilling.gsa.gov/>.

As always please contact the finance center customer service staff for more specific or additional billing assistance as needed at (816) 926-7037.